



**New Hampshire Department of Health and Human Services
Transportation Management for
New Hampshire Health Protection Plan (NHHPP),
Premium Assistance Program (PAP) Participants, and
Fee-for-Service (FFS) Participants**

**ADDENDUM #1
RFB-2017-OMBP-02-TRANS**

On July 26, 2016, the New Hampshire Department of Health and Human Services published a request for bids, soliciting bids from vendors for the management of the transportation benefit offered to members of the New Hampshire Health Protection (NHHPP) Premium Assistance Program (PAP) and Fee-For-Service (FFS) on a statewide level.

The Department is publishing this addendum to:

- 1. Delete and replace Section 2, Statement of Work, Subsection 2.3, Paragraph 2.3.2, with the following:**
 - 2.3.2 Providing car seats for children.
- 2. Delete and replace Section 2, Statement of Work, Subsection 2.5, with the following:**
 - 2.5 Transportation services must also be available on short notice (less than 24 hours notification) for urgent medically necessary medical appointments or hospital discharges. The selected vendor should have the ability to provide written information to members on how to access transportation on short notice.
- 3. Delete and replace Appendix E, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.5, with the following:**
 - 1.5 The Contractor shall maintain a NH-specific call center located in NH with access to interpreter services, and accommodations for speech and hearing-impaired clients at no additional cost to individuals.



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4. Delete and replace Section 3, Schedule of Events, Subsection 3.1, Timetable, with the following:

3.1 Timetable

EVENT	DATE
RFB released date	July 25, 2016
Bidder Questions Due	August 5, 2016
Answers to Vendor Questions Posted	August 12, 2016
Bid Due Date	2:00 PM August 26, 2016

5. Delete and replace Section 4, Terms of Submission, Subsection 4.8, Protest of Intended Award, with the following:

4.8 Protest of Intended Award

Any challenge of an award made or otherwise related to this RFP shall be governed by RSA 21-G:37, and the procedures and terms of this RFP. The procedure set forth in RSA 21-G:37, IV, shall be the sole remedy available to challenge any award resulting from this RFP. In the event that any legal action is brought challenging this RFP and selection process, outside the review process identified in RSA 21-G:37, IV, and in the event that the State of New Hampshire prevails, the challenger agrees to pay all expenses of such action, including attorneys' fees and costs at all stages of litigation.

6. Add Appendix E, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.7, Paragraph 1.7.5, to read:

1.7.5 Ensure the transportation provided is the least costly and appropriate mode for each member.



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- 7. Delete and replace Appendix E, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.8, with the following:**
 - 1.8 The Contractor shall ensure transportation services are available to and from non-emergent medically necessary Medicaid covered appointments and at times to adjacent states. The Contractor shall use a priority of utilization of transportation which shall be in the following order: recipient's own vehicle; Friends/family transit; volunteer transit; bus or other public transportation; and taxi transit. The Contractor shall ask each member whether he/she can drive and if not, whether a friend or family member can provide transportation. If the member cannot drive and does not have a friend/family member to provide transit, the Contractor shall ask the member if the member can access public transportation. If the member cannot access public transportation, the Contractor shall offer to provide transportation via taxi service. The Contractor shall reimburse members who drive themselves on a per mile basis.
- 8. Delete and replace Appendix E, Scope of Services, Section 1, Provisions Applicable to All Services, Subsection 1.11, with the following:**
 - 1.11 The Contractor shall ensure transportation services are available on short notice (less than 24 hours notification) for urgent medically necessary medical appointments or hospital discharges, and the Contractor shall provide all members with written information on how to access transportation on a short notice.
- 9. Add Appendix E, Scope of Services, Section 1, Provisions Applicable to All Services, Subsections 1.12 and 1.13, to read:**
 - 1.12 The Contractor shall ensure that vendor providers are paid for transportation for mileage traveled from the pick-up location to the drop-off location.
 - 1.13 The Contractor shall ensure that claims for multiple trips in one day are limited to the payment of one claim per trip regardless of the number of passengers. The Contractor shall not pay separately for each passenger.



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10. Delete and replace Appendix E, Scope of Services, Section 2, Contractor Obligations, Subsection 2.8, with the following:

2.8 Performance Standards. The Contractor shall, and shall cause Vendor Providers to, participate in and cooperate with any performance standards outlined in this Agreement. The Contractor shall submit a plan to the Department within ninety (90) days of the contract effective date that includes, but is not limited to:

2.8.1 A plan to increase and build the local provider network in Coos and Grafton Counties.

2.8.2 A plan to increase all members' access to transportation reimbursement and transportation services.

11. Delete and replace Appendix E, Scope of Services, Section 2, Contractor Obligations, Subsection 2.9, with the following:

2.9. Contractor Call Center. The Contractor shall operate a NH specific call center located in NH Monday through Friday, except for state approved holidays. The call center shall be accessible through a statewide toll-free number. The call center shall be staffed with personnel who are knowledgeable about the NHHPP PAP and FFS to answer member inquiries.

2.9.1. Contractor shall ensure that after regular business hours the member call center is answered by an automated system with the capability to provide callers with information regarding operating hours and instructions on how to obtain emergency medical transportation.

2.9.2. Contractor shall ensure that after-hours calls are returned within an hour of the member's call and if the request is urgent, that the transportation is scheduled within two hours of the member's request. Non-urgent requests shall be returned on the next business day.

2.9.3. At a minimum, excluding weather emergency declarations by the State of New Hampshire, the call center shall be operational:

2.9.3.1. Monday thru Friday : 8:00 am EST to 6:00 pm EST; and

2.9.3.2. During major program transitions, additional hours and capacity shall be accommodated by the Contractor, subject to mutual agreement in accordance with Paragraph 18 of Form P-37 of this Contract.

2.9.4. The Contractor shall develop a means of coordinating its call center with the DHHS Customer Service Center.



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- 2.9.5. The Contractor shall develop a warm transfer protocol for members who may call the incorrect call center to speak to the correct representative. Should the Contractor establish capacity to provide monthly reports to DHHS on the number of warm transfers made and the program to which the member was transferred, those reports shall be provided at the end of the first month of established functionality.
- 2.9.6. The Contractor shall establish a member hotline that shall be an automated system that operates outside of the call center standard hours, Monday through Friday and at all hours on weekends and holidays, which shall be capable of accepting, recording and providing instructions to incoming callers.
- 2.9.7. The Contractor shall have a comprehensive plan to handle call volume that exceeds staff capacity. The plan shall include the capacity to roll calls over by shifting resources to accommodate within one hour of the increase in call volume.
- 2.9.8. The Contractor shall ensure call center staff verify each caller's identity using at least two points of verification through the MMIS system.
- 2.9.9. The Contractor shall develop telephone scripts, as approved by the Department, which shall be used by call center staff.
- 2.9.10. The Contractor shall ensure the telephone system used to provide services meets or exceeds the following requirements:
 - 2.9.10.1. Capability of transferring calls to the Department's Voice Over Internet Protocol (VOIP) system.
 - 2.9.10.2. Capability of accepting inbound and placing outbound calls.
 - 2.9.10.3. Ability to transfer calls received that have unique circumstances or situations that will need to be transferred to the Department.
 - 2.9.10.4. Ability to route calls to specific queues, such as an automatic call distribution system. The system used during regular business hours shall:
 - 2.9.10.5. Provide information about the Department's website.
 - 2.9.10.6. Ability to track call statistics necessary to provide reports specific to this contract.



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- 2.9.11. The Contractor shall permit the Department to monitor live calls while on-site at the call center. The Contractor shall make available the same business day digital files of calls received, when requested by the Department.
- 12. Delete and replace Appendix E, Scope of Services, Section 2, Contractor Obligations, Subsection 2.10, Paragraph 2.10.3, with the following:**
- 2.10.3 Resolve all member grievances within thirty (30) calendar days from the date the grievance was received. For grievances involving Vendor Providers, the Contractor shall provide a written report to the Department that indicates how the grievance was resolved, including whether the Vendor Provider was cited or issued a corrective action plan.
- 13. Delete and replace Appendix E, Scope of Services, Section 2, Contractor Obligations, Subsection 2.12, Paragraph 2.12.1, with the following:**
- 2.12.1 Contractor must demonstrate network adequacy to the Department sixty (60) days prior to Service Start, and every six (6) months or upon request thereafter in accordance with this Agreement. If at any time the Department identifies inadequacy in the network through any performance related deficiencies as outlined in this Agreement or otherwise identifies that there is a need for additional network capacity, the Department shall have the right to require the Contractor to increase network capacity.
- 14. Delete and replace Appendix E, Scope of Services, Section 5, Vendor Provider Requirements, Subsection 5.1, Paragraph 5.1.7, Subparagraph 5.1.7.4, subsection 5.1.7.4.3, with the following:**
- 5.1.7.4.3 Drivers shall not refuel when passengers are in the vehicle.
- 15. Delete and replace Appendix E, Scope of Services, Section 5, Vendor Provider Requirements, Subsection 5.1, Paragraph 5.1.7, Subparagraph 5.1.7.4, subsection 5.1.7.4.8, paragraph 5.1.7.4.8.2, with the following:**
- 5.1.7.4.8.2 Eat, drink, smoke or text in the vehicle unless medical necessity, exclusive to fluid consumption, is required for sustenance during transport.